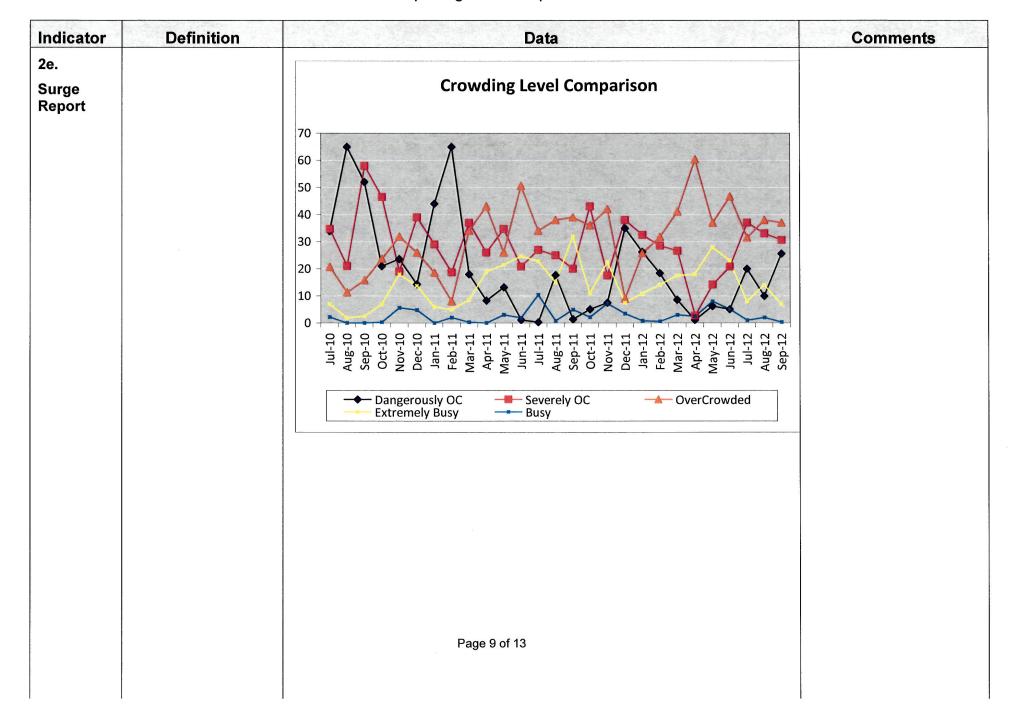
LAC+USC Medical Center Operational Monitoring Report Reporting Period Sept 2012

Indicator	Definition	Data	Comments
Indicator #2	2 - Emergency Departm	ent Metrics	
2b. ED Wait Time	ED Wait Time: Measured from time patient is triaged to time patient is either admitted or discharged reported as an arithmetic mean. Definition: Sum of all wait time values during the monthly reporting period divided by the total number of values. Source of Data: Affinity Target: No target value. Lower numbers are better.	Average ED Wait Time 14:24 12:00 14:24 12:00 10:00 1	

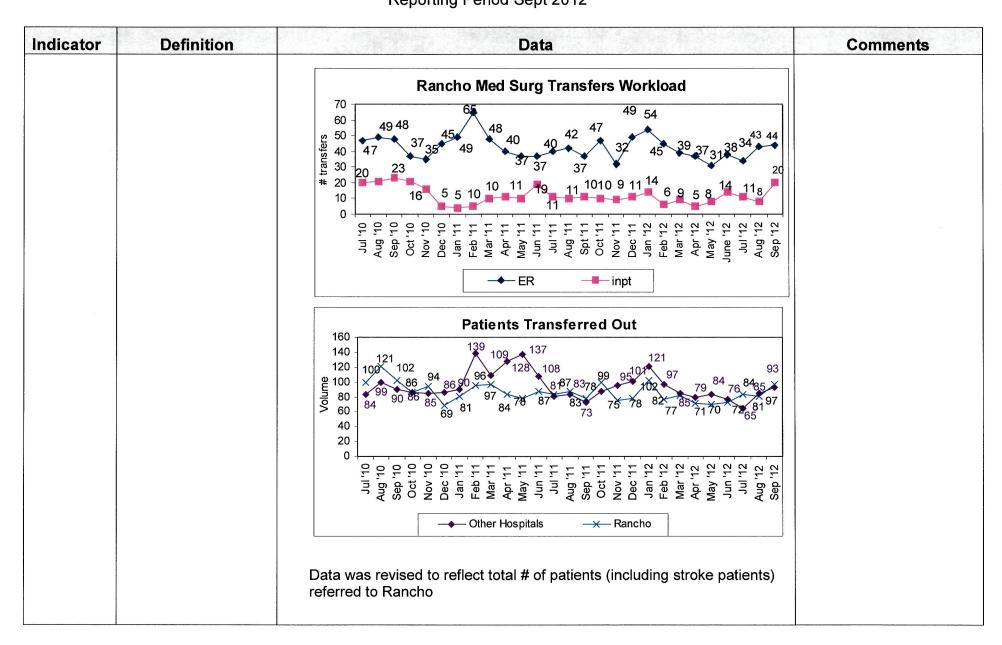
Indicator	Definition	Data	Comments
Indicator #2	2 - Emergency Departm	ent Metrics	
LWBS: The total num patients who ED without be seen by a phy reported as a percentage or	LWBS: The total number of patients who left the ED without being seen by a physician reported as a percentage of all ED	Left Without Being Seen 1800 1600 1400 1006	
*Harris Rodde Indicator	visits. Calculation: The total number of patients who left the ED without being seen divided by the total number of ED patient visits on a monthly basis.	1200	
	Source of Data: Affinity Target: No target value. Lower numbers are better.	Sept '12 data is Preliminary data	

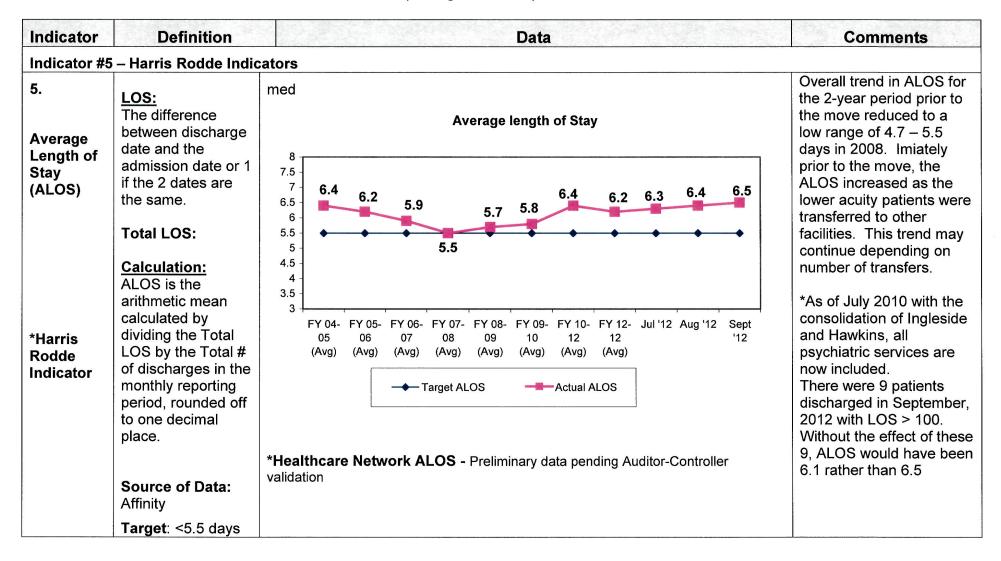
Indicator	Definition	Data	Comments
Indicator #2	2 - Emergency Departme	ent Metrics	
2d. ED Diversion	ED Diversion: A percentage measure of the time the ED diverts ambulance traffic away from the ED, reported as a function of the reason for diversion on a monthly basis. Calculation: The total number of hours of ED diversion for a specific reason divided by the total number of available hours in a month. Source of Data: ReddiNet	Diversion of ALS Units due to ED Saturation 90 80 70 70 60 60 60 60 60 60 60 60 60 60 60 60 60	This is slightly lower than the before move diversion history which generally ranged between 50-60%. Key points: Diversion is for paramedic runs only; Basic Life Support ambulances still arrive When diversion is requested but all hospital in the area are on diversion, patients go to the closest hospital. Therefore, ambulances often arrive while "on diversion".



Indicator	Definition		D	ata			Comments
Indicator #3	– Trends for Patient Di	versions and Transfers &	k #4 – Trans	fers to Rancho	Los Amigos	Metrics	
3. & 4. Rancho	Transfers: The volume of patients transferred to RLAH for acute hospitalization from the Emergency Department and from Inpatient Units.	Month of Sept '12 Referrals from ER:	٠				
Los Amigos			Med/Surg	Acute Stroke	Total		
Hospital		# Met transfer criteria	47	NA	-		
(RLAH) Transfers		# Referred to RLAH	44	29	73		
		# Transfers	44	29	73		
	Data Source: Manual record keeping.	# Denied	0	NA	-		
		# Cancelled	3*	NA	-		
		# Patients refused*	0	NA	- ,		
	Cancelled category includes patients whose condition changed leading to higher level of care or discharge home.	Referrals from Inpatient					
			Med/Surg	Acute Stroke	Total		
		# Met transfer criteria	34	NA	-		
		# Referred to RLAH	30	4	34		
		# Transfers	20	4	24		
		# Denied	10	NA	-		
		# Cancelled	4*	NA	_		
		# Patients refused*	0	NA	-		
		Other /Pending	0	NA	-		

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Indicator	Definition			Data			Comments
Indicator #6 –	Pediatric Metrics						
6. Pediatric Bed	Census: The total number	Date	NICU (40 Beds)	Peds Ward (25 Beds)	PICU (10 Beds)	Med/Surg Adolescent (20 Beds)	
Census and	admitted pediatric	Jul -10	60%	68%	80%	85%	
Occupancy (%)	inpatients at 12:00 midnight of a	Aug -10	62%	68%	60%	85%	
	designated pediatr	ric Sep -10	72.5%	60%	60%	80%	
Pediatric ICU	ward.	Nov-10	67.5%	48%	50%	70%	
(PICU)	Occupancy:	Dec -10	62%	60%	50%	65%	
Neonatal ICU	The total number of admitted pediatric		57%	68%	80%	80%	
(NICU)	inpatients divided	Apr-11	55%	64%	50%	75%	
Pediatric Unit	the total number of		57%	56%	50%	80%	
Adolescent	licensed beds on t	21 10 20 20 20 20	58%	44%	50%	70%	
Unit	unit and reported a percentage.	Aug- 11	58%	44%	40%	75%	
	percentage.	Sep -11	58%	40%	50%	75%	
	0	Nov-11	62%	60%	70%	75%	
	Source of Data: Affinity	Dec-11	65%	40%	60%	70%	
	Aillinty	Jan -12	60%	52%	60%	75%	
		Feb-12	55%	56%	60%	70%	
		Mar-12	55%	64%	50%	75%	
		Apr- 12	53%	48%	50%	65%	
		May -12	42%	40%	50%	70%	
		Jun-12	37.5%	44%	50%	60%	
		Jul -12	45%	48%	60%	80%	
		Aug -12	57%	48%	50%	75%	
		Sep -12	62.5%	56%	50%	80%	